

Frequently Asked Questions about MUIs

What families need to know about the MUI/UI Reporting System

QUESTION: How do I report a Major Unusual Incident (MUI)?

ANSWER: The best way to report an MUI is to contact your [county board of developmental disabilities](#). They can be contacted 24-hours a day to report abuse and neglect, or contact the Ohio Department of Developmental Disabilities (DODD) at the Abuse and Neglect Hotline: 1-800-313-6733 (option 1). You can [Report Abuse and Neglect](#) through DODD's online reporting application. If someone is in danger, call 911 immediately.

QUESTION: If there is an allegation of abuse involving my child, which is under investigation, will it also be considered a Major Unusual Incident (MUI)?

ANSWER: Yes, allegations of abuse are one of the 19 [MUI Categories](#) that will be filed and investigated as an MUI if your child is receiving services from a county board under [Ohio Administrative Code 5123-17-02](#).

QUESTION: What is the point of an MUI?

ANSWER: The purpose of the MUI system is to protect Ohioans with DD and prevent incidents that could have a negative impact on their physical and mental well-being, if possible.

QUESTION: As a parent, why do I sometimes get different notifications from the county board and Children's Services during an investigation?

ANSWER: Parents may receive different notifications from different agencies who were involved in the investigations regarding their child. Some letters may come from the county board while other notifications may come from the Children's Service Board. When an incident of abuse or neglect involves a child, the provider or county board is required per (5123-17-02 (F), to ensure, "All allegations of abuse or neglect as defined in sections 2151.03 and 2151.031 of the Revised Code of an individual under the age of twenty-one years shall be immediately reported to the local public children's services agency." When the Children's Service agency is involved and investigating, they are the lead investigating entity. The county board, developmental center, or DODD investigator must wait for the Children's Services and other entities to conclude their investigation prior to moving forward, which may result in a delay and numerous reports. The county board investigating entity will continue to follow up with the Children's Services entity on the investigation and ensure all required notifications occur. Below is some information about the different notifications and what information you might receive. Any specific questions should be directed to the investigating agency.

OAC 5123-17-02 (G)(1) (A-D) is the initial notification by the county board and/or provider. When a major unusual incident occurs, the provider and the county board should ensure the appropriate persons have been informed. "The notification shall be made on the same day the major unusual incident or discovery of the major unusual incident occurs and include immediate actions taken. (A) Guardian or other person whom the individual has identified. (B) Service and support administrator serving the individual. (C) Other providers of services as necessary to ensure continuity of care and support for the individual. (D) Staff or family living at the individual's residence who have responsibility for the individual's care."

5123-17-02 (J) (4) is the PPI notification, which states, "when the primary person involved is a developmental disabilities employee or a guardian, the county board shall, no later than five working days following the (continued next page)

recommended closure of a case, make a reasonable attempt to provide written notice to the primary person involved as to whether the major unusual incident has been substantiated, unsubstantiated/ insufficient evidence, or unsubstantiated/unfounded.

For MUI/cases involving CSB as the lead investigatory entity, the county board IA should try and gather as much information as possible from the CSB Investigator or assist as requested. At times, CSB will close their case which would prompt the CB to close their case and a notice to be sent.

If the parent was not the primary person involved, they may be referencing the summary letter the county board sends when an MUI case has been recommended for closure by the county board. The summary letter provides the findings of the case, disposition of the case, preventative measures implemented and assists with communication to ensure all required parties are aware of the outcome.

QUESTION: Is it possible for CSB and the CB to have a different finding on a case?

ANSWER: Yes, in some cases, the findings may be different. The county boards and Children's Service Boards have different investigation protocols, terminology, and findings. For example, county boards utilize the investigation protocols outlined in [Ohio Administrative Code 5123-17-02](#) and the appendices and the Children's Service uses a [Differential Response](#) system which includes two different pathways for responding to accepted reports of abuse and neglect.

QUESTION: Are the EI (Early Intervention) staff mandated reporters for abuse and neglect?

ANSWER: Yes, all EI staff are mandated reporters.

- County board employed EI staff are required to notify CSB and follow the MUI rule. ORC 5123.61 would apply.
- If EI staff is not employed by a board or certified provider, they are still required to report abuse/neglect under ORC 5121.421. So, they would report to CSB and communicate with the board, who would seek additional information and determine if an MUI should be filed.
- Either way there should be communication with the SSA and MUI team in the child's best interest.

QUESTION: Should we file an MUI for a Child Abuse Prevention Treatment Act (CAPTA) referred children who are being referred to the Help Me Grow (HMG) Central Coordination sites via the CBDD when the CBDD holds the HMG Central coordination site contract if CSB is involved?

ANSWER: The department's opinion regarding these situations is that a report has already been made to Children's Service Board (CSB) (primary investigative entity) and the case investigated appropriately. It would not be necessary to report this as an MUI through the Incident Tracking System (ITS) as the child is not yet known to the board and the primary investigative entity (CSB) has been involved. Once the individual has been deemed eligible and is in receipt of county board services, then any subsequent allegations meeting MUI criteria would be required to be reported and an MUI filed and investigated appropriately.

QUESTION: Where can I find additional resources about the MUI system?

ANSWER: You can find lots of different resources in [DODD Health and Welfare Toolkit](#) including the [Understanding MUI-UI System-What Families Need to Know](#).